

# REFUND POLICY

We value the satisfaction and trust of our users. If you have any concerns or issues regarding the services provided through our platform, we're here to assist you. Please review our refund policy below for more information on how we handle returns and refunds:

## Service Refund Eligibility:

### 1. Service Completion:

- Once a service request has been accepted and completed by a partner, it is considered fulfilled.
- Requests for returns or refunds based on dissatisfaction with completed services will be evaluated on a case-by-case basis.

### 2. Quality of Service:

- If you are dissatisfied with the quality of the service provided by a partner, please contact us within 15 days of service completion.
- We will investigate the issue and work with you and the partner to find a satisfactory resolution, which may include a partial or full refund.

## Return Process:

### 1. Contact Us:

- To initiate a return or request a refund, please contact our support team at Phone No - +91 9212 322 322, Email - [info@repairindia.in](mailto:info@repairindia.in) or through the in-app support chat.
- Provide details of the service request, including the job ID and reason for the return/refund request.

### 2. Evaluation:

- Our support team will review your request and communicate with the partner involved to gather additional information.

### 3. Resolution:

- Based on the evaluation, we will determine the appropriate resolution, which may include:
- Partial or full refund of the service fee.
- Reassignment of the service request to another partner.
- Other actions deemed necessary to address the issue.

## Policy Updates:

We reserve the right to update or modify this refund policy as needed to ensure clarity and fairness to our users. Any changes will be communicated to users through our website or within the application.

Thank you for choosing Repair India. We appreciate your trust in our platform and are committed to providing you with a positive experience.

